

City of Chattanooga, TN
Personnel Class Specification
CLASS CODE 0844

FLSA: Non-Exempt

CLASSIFICATION TITLE: COMMUNICATIONS OFFICER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to answer multiple telephone lines, to communicate effectively with persons requesting emergency and non-emergency police, fire, or EMS assistance, to clearly relay information for dispatch or transfer calls appropriately, and to perform administrative support tasks as required.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.

Answers multiple telephone lines; assesses incoming 911 and non-emergency calls; enters emergency call data into computer for dispatch or transfers/connects calls to appropriate department, extension, service, or agency.

Maintains conversation with caller to obtain/verify pertinent information and to comfort them until assistance arrives; makes welfare checks on abandoned 911 calls.

Communicates effectively and coherently over law enforcement, fire, rescue, and EMS radio channels; notifies others, such as ambulances, wreckers, utility companies, taxi cabs, shelters, and humane society, when services are requested/required.

Contacts various other departments to resolve problems such as malfunctioning street lights, damaged street signs, roadway debris, and power outages.

Monitors multiple radio frequencies often while answering/handling phone calls or other radio frequencies and responding to in-person requests for services or records; monitors alarm systems at specific locations.

Maintains officers', fire, EMS, and other responding units' activities status at all times to ensure safety of personnel involved including those working accidents, fires, hazardous incidents, and breaks.

Enters/retrieves a variety of data into/from NCIC, CAD (Computer Aided Dispatch), and/or in-house computer; modifies, locates, maintains, saves, and/or clears files and records within database; records information manually on entry cards when computer is out of service.

Performs computer background checks on criminals; reviews records for stolen pawn shop tickets; handles inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides various information from computer database as requested by police officers.

Operates telecommunications device for the deaf; sends, acknowledges, and logs teletypes; assigns and issues case and incident numbers; performs pager, phone, and/or radio knock out tests as required.

Provides the general public with directions and referrals, answers to citizen complaints and concerns, and any other information requested regarding the community or situation.

Notifies appropriate personnel and/or supervisor of critical situations, weather related information, and problems with communications or computer equipment.

Maintains assorted logs detailing daily activity including wrecker service, warrants, CAD system dispatching, message, NCIC entries/retrievals of information, facsimiles and teletypes, and administrative information.

Attends training courses as offered by the department or as required by law to maintain applicable certifications, remain informed of departmental operations, and to promote improved job performance.

Completes, prepares, processes, and/or files a variety of forms, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the functions of this position; maintains files and administrative records.

Cooperates with federal, state, and local law enforcement agencies and their officers or representatives when activities are related to investigations within city jurisdiction.

ADDITIONAL FUNCTIONS

Performs administrative/clerical support tasks which may include locating and/or cross referencing telephone numbers and addresses, researching and contacting business/residence keyholders as necessary, changing computer paper, shredding confidential material, and pulling entry cards for validation.

Takes and relays messages to officers, other divisions, or local agencies; places calls for officers and supervisors; page-out on call personnel; disseminates information to various departments and divisions.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by little or no previous experience or training involving dispatching; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must successfully pass a communication dispatcher performance test which includes the ability to receive, retain, and type answering information. Must pass a background investigation. Must attain NCIC/TIES Basic Certification and telecommunications certification within one year of hire date and maintain valid certifications thereafter.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Revised 04/15/2004